



OFFICE MANAGER - COUNCIL ON AGING

POSITION DEFINITION

A customer service-oriented position responsible for providing skilled financial, technical and administrative secretarial work in supporting the activities of the Council on Aging., assisting with coordination of programs and services, providing accurate recordkeeping in accordance with federal, state and local laws.

ESSENTIAL FUNCTIONS

Assists and answers questions of clients, public officials, department heads, state agencies and staff in person and by telephone; Greets visitors, receives inquires, and responds to complaints appropriately; makes referrals as appropriate.

Provides administrative support to the Program Manager and COA Director. Assists with coordination of various programs and events; assists with coordination of transportation services.

Maintains and updates the government tracking program; submits annual reports to the Massachusetts Office of Elderly Affairs

Prepares and publishes and distributes monthly newsletter. Creates calendars, prepares promotional materials. Maintains department website and recipient database.

Maintains client records. Prepares and mails monthly bills for program attendees; maintains records and statistics.

Creates and submits payment vouchers; collects all fees for applications and completes turnover for the finance Department. Documents and verifies all invoices and payments.

Assists with Prime-Time Program. Assists with safety and security of client needs and facility needs. Assists with programs and clients;

Responsible for adhering to public health protocols dealing with adult and supportive day programs.

Maintains department record retention files. Processes incoming mail; coordinates the procurement of office and kitchen supplies.

Manages and updates department web page with forms, agendas, minutes and timely information.

Performs similar or related work as required, directed or as situation dictates. Regular attendance at the workplace is required.

SUPERVISION

Works under the direction of the COA Executive Director.

WORK ENVIRONMENT

Work is performed under typical office conditions; work environment is moderately noisy. Employee must be able to perform duties while being constantly interrupted during the day. Operates a computer using standard office software, MySeniorCenter and related systems, and all other standard office equipment. Has frequent contact with Senior Citizens, service providers, health care providers; and regular contact with other town departments and officials, community organizations and state agencies.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Associate's degree and two years full time office experience, preferably in a geriatric setting.

ADDITIONAL REQUIREMENTS

Association training is available and encouraged, CPR certification, AED Certification; SERV Safe training and SHINE certification is mandatory in this role. T.B. Test and CORI Check required. Must be bondable.

KNOWLEDGE, ABILITY AND SKILL

Working knowledge of state regulations regarding the duties and responsibilities of Council on Aging practices, federal health insurance programs. General knowledge of the organization, operations, and procedures of local government helpful.:

Ability to adhere to public health protocols for adult and supportive day programs. Ability to deal appropriately and sensitively with the needs of senior citizens; ability to interact with staff and clients; ability to maintain confidentiality; ability to work independently. Ability to prepare routine to complex documents and reports utilizing computerized office applications including database management programs.

Excellent interpersonal organizational, communication and customer service skills. Skills in working with individuals with mental or physical limitations.

PHYSICAL REQUIREMENTS

Employee is regularly required to walk, stand, sit, speak and hear; uses hands to finger, handle, feel or operate objects, tools, or controls. Able to reach with hands and arms as in picking up paper, files and other common office objects. Employee may be required to stoop, bend and lift or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges; requires ability to read documents and use a computer.

NOTES

The essential functions or duties listed herein are illustrations of the type of work that is performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities perform the essential functions.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

PROPOSED POSITION STATUS: 35 HOURS GRADE 4 – CLERICAL UNION POSITION

FLSA STATUS: NON-EXEMPT